

## **AMENDMENTS TO THE CLAIMS**

Please amend the claims of the present application as set forth below.

In accordance with the PTO's revised amendment format, a detailed listing of all claims has been provided. A status identifier is provided for each claim in a  
5 parenthetical expression following each claim number. Changes to the claims are shown by strikethrough (for deleted matter) or underlining (for added matter).

Claims 1-71 were originally filed.

10 Claims 1-36 and 42-71 are canceled without prejudice or disclaimer.

Claims 72-82 are added.

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37. (Previously Presented) A method comprising:

5 receiving a query;

mapping the query to from a query space to a question space to identify  
associated frequently asked questions;

mapping the questions from the question space to a template space to  
identify associated templates;

10 mapping the templates from the template space to an answer space to  
identify associated answers; and

returning the answers in response to the query.

38. (Previously Presented) A method as recited in claim 37, wherein the

15 mapping from the query space to the question space comprises:

parsing the query to identify at least one associated concept; and

correlating the concept to one or more frequently asked questions.

39. (Previously Presented) A method as recited in claim 37, wherein the

20 mapping from the question space to the template space comprises cross-  
indexing from a first table containing question identifications to a second table  
containing templates identifications.

40. (Previously Presented) A method as recited in claim 39, wherein the mapping from the template space to the answer space comprises cross-indexing from the second table to a third table containing answer identifications.

5 41. (Previously Presented) A method as recited in claim 37, further comprising:

presenting the answers to a user for confirmation as to which of the answers represent the user's intentions in the query;

analyzing the query and the answers confirmed by the user; and

10 modifying the answers that are returned in response to the query based on information gleaned from the analyzing.

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72. (New) A method of parsing a search query, comprising:

- 5       segmenting the search query into individual character strings;  
          producing a parse tree from at least one parsable character string of the  
search query; and  
          generating at least one keyword based at least one non-parsable  
character string of the search query.

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73. (New) The method of claim 72, further comprising:

conducting keyword searching using the at least once keyword.

74. (New) The method of claim 72, wherein the parse tree represents a

15       collection of concepts related to the search query.

75. (New) The method of claim 74, further comprising matching the parsed  
concepts to a list of frequently asked questions.

76. (New) The method of claim 75, further comprising:  
identifying at least one answer associated with the list of frequently  
asked questions that match the parsed concepts and keywords; and  
presenting the at least one answer to a user in a user interface that  
5 permits a user to select a desired answer from the one or more answers.

77. (New) The method of claim 76, further comprising:  
logging the search query and at least one answer selected by the user in  
a log database; and  
10 analyzing the log database to derive at least one weighting factor  
indicating how relevant the frequently asked questions are to the parsed  
concepts and keywords.

78. (New) A parser for a search engine, comprising:  
15 a segmentation module that segments a search query into one or more  
individual character strings;  
a natural language parser module that produces a parse tree from one or  
more parsable character strings of the search query; and  
a keyword searcher to identify one or more keywords in the search query  
20 and to output the keywords.

79. (New) The parser of claim 78, wherein the parse tree represents a collection of concepts related to the search query.

80. (New) The parser of claim 78, further comprising a search module that  
5 matches the parsed concepts to a list of frequently asked questions.

81. (New) The parser of claim 80, wherein the search module:  
identifies at least one answer associated with the list of frequently asked  
questions that match the parsed concepts and keywords; and  
10 presents the at least one answer to a user in a user interface that permits  
a user to select a desired answer from the one or more answers.

82. (New) The parser of claim 81, wherein the search module:  
logs the search query and at least one answer selected by the user in a  
15 log database; and  
analyzes the log database to derive at least one weighting factor  
indicating how relevant the frequently asked questions are to the parsed  
concepts and keywords.